

EXHIBIT A

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

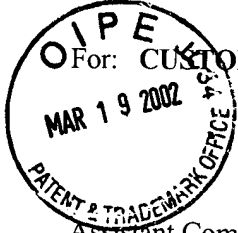
In Re Application Of: Kappel, et al.

Group No.: 2161

Serial No.: 09/819,446

Docket No. 051207-1070

Filed: March 28, 2001



For: CUSTOMER CARE AND BILLING SYSTEM

AFFIDAVIT BY EVELYN SANDERS

Assistant Commissioner for Patents
Washington, D.C. 20231
Customer Service Center
Initial Patent Examination Division

Sir:

I, Evelyn Sanders, secretary for Mr. Robert Stachler, do hereby acknowledge that on November 26, 2001, I prepared and filed the necessary documents for filing a Response to the Missing Parts for filing in the U.S. Patent and Trademark Office by the extended deadline date of **December 28, 2001**. Please see Exhibit B for documents asserting that the complete response was filed on November 26, 2001.

I declare that the above statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statement and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Respectfully Submitted,

THOMAS, KAYDEN, HORSTEMEYER
& RISLEY, L.L.P.

By: Evelyn Sanders
Evelyn Sanders

Suite 1750, 100 Galleria Parkway, NW
Atlanta, Georgia 30339-5948
(770) 933-9500
(770) 951-0933 (Facsimile)